

## **OBSERVATION REPORT #103**

**Bell Atlantic-Massachusetts (BA-MA) records Complex ISDN orders as POTS orders in its transaction data.**

### **Issue**

KPMG submitted Complex orders to BA-MA, and BA-MA processed these orders as POTS in the transaction data.

BA-MA provides KPMG with daily ordering files for all KPMG orders. In BA-MA's data, there is a field entitled "svcordcl" or service order classification. This field can be populated with a "0" for POTS orders, a "1" for Special orders, and a "2" for Complex orders. In BA-MA's data for transactions from May 11 to June 11, the "svcordcl" field is populated only with 0's (or POTS orders) for KPMG transactions. Consequently, when calculating metrics, KPMG classified all orders as POTS.

For instance, KPMG submitted the following ISDN orders to BA-MA, and the orders were recorded as POTS orders in the BA-MA data.

Purchase Order Number, Version Number	Service Order Classification	Receipt Date and Time	Date and Time Order was Queried	Reject Response Time (POTS Standard: within 24 hours)
045031PM0X000003, AA	0	06/01/00, 11:32	06/05/00, 15:25	38 hours 53 minutes
045031PM0X000004, AC	0	06/07/00, 11:50	06/08/00, 15:22	27 hours 32 minutes
045031PM0X000005, AC	0	06/07/00, 11:51	06/08/00, 15:23	27 hours 32 minutes

The New York Carrier-to-Carrier Guidelines mandate that non flow-through POTS orders be rejected within 24 hours of order receipt and that Complex orders be rejected within 72 hours of order receipt. KPMG calculates orders with a service order classification equal to "0" as POTS orders and on time POTS orders must be rejected within 24 hours of order receipt.

### **Assessment**

BA-MA metrics calculations for both POTS and Complex orders will not accurately reflect ordering performance if Complex orders are classified as POTS orders in the metrics.